

Customer Service Workshop  
EVALUATION

Thank you for recording your honest feelings on this evaluation. Your name is not being noted, it is an anonymous survey.

1. Rate the usefulness of customer service in your daily work:

<most useful> 1      2      3      4      5 <not useful>  
circle one

Comments: \_\_\_\_\_

2. Were the presenters prepared and knowledgeable?

<prepared> 1    2      3      4      5 <not prepared>  
circle one

Comments: \_\_\_\_\_

3. Were the presenters responsive to participants:

<Responsive> 1    2      3      4      5 <not responsive>  
circle one

Comments: \_\_\_\_\_

4. Was the workshop relevant to my job:

<most applicable> 1    2      3      4      5 <not applicable>  
circle one

Comments: \_\_\_\_\_

5. Did you learn new ideas or concepts from this presentation?

<YES> 1      2      3      4      5 <NO>  
circle one

6. How will you apply what you have learned at this presentation?

7. What could have made this workshop better?

8. Do you have any suggestions for workshops in the future?